

EFFECTIVE

November 1, 2002.

SUBJECT

Revision to Case Management Visits

PURPOSE

This bulletin revises the minimum number of case management visits to once every six months. The purpose of these changes is to make the most effective use of Adult Services staff, and maintain the customer safely in independent living.

Changes to ASM 314, Page 1**Contacts**

The case manager will make face-to-face contact with each case management customer as often as needed, but at least once every six months at the residence of the customer.

Use the Comprehensive Assessment, Service Plan and most recent Contacts as a Guideline for determining frequency of face-to-face visits. Examples of cases that may need more frequent contacts (but not limited to) are listed below.

- High Needs cases such as Complex Care and Expanded Home Help Services (EHHS) cases over \$600 a month.
- Cases recently converted from Adult Protective Services (APS) to Independent Living Services (ILS) or Adult Community Placement (ACP).
- Cases of Adult Children living with parents (caregivers) whose health and functional ability is deteriorating.
- Any situations where there is concern about the quality of care or the reliability of the provider.
- Customers whose health is rapidly deteriorating.
- Customers whose health is improving and a reduction in Home Help may be appropriate.
- Customers with recent and/or frequent hospitalizations.

- Customers in Adult Foster Care or Home for the Aged (HA) in need of frequent relocation.
- ILS Customers moving to an AFC or HA (transition adjustment period).

Annual Re-determination

Case Management cases must be reviewed every twelve months through a face-to-face contact with the customer in the customer's residence.

Changes to ASM 314, Page 2

Monitoring and Review

Case Management cases must have a minimum of at least one telephone contact with the customer, provider or collateral within a three month period. At least one face-to-face contact every six months must occur in the residence of the customer to review and update the service plan.

Changes to ASM 315, Page 1, Quick Reference

Case Management/Contact

At least one face-to-face contact with the customer, every six months in the customer's residence. At least one telephone contact with the customer, provider or collateral within a three month period.

Case Management/Review

Update assessment and service plan at six month review and annual re-determination.

Supportive Services/Contact

At least one face-to-face contact every 12 months in the customer's residence. At least one telephone contact with customer, provider or collateral every six months.

**MANUAL
MAINTENANCE
INSTRUCTIONS**